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| Company Name: | ACI Global Pty Ltd |
| ACN/ABN: | 110 019 460 |
| Address: | Remote Access MS Teams |
| Date: | Month of May 2021 (culmination of Executive meetings held during May and Early June. |
| Document Type: | Minutes of Management Review. |
| Present: | Managing Director Executive Team |
| Follow up from previous reviews: | MD reported on past Executive meeting reviews March and general discussion centred ongoing issues with SAI Global’s i2i Standards Portal with further detail later in the report. Business Strategy now to be tabled at Executive Meeting prior to annual updates. |
| Learner and other Beneficiary satisfaction and feedback: | No Issues, ongoing discussions with Digital Learning regarding portal soon to be released and MD reported all courses now had MS Teams or Skype sessions at the conclusion of each Requirement with Customer Satisfaction to be logged. Relationship Management Plan now in place to align stakeholders with ACI Global’s Way of doing business refer “RMP” below. |
| Audit Results including External Surveillance Audit 18/01/2021 and follow up audit in June | External Audit reports tabled from external auditor (UK) for discussion. Managing Director reported some more work was needed and will be completed by mid June. |
| Financial update Debt to Equity Ratio and review of enterprise risk process: | End of Year Financials tabled with Zero Debt to Equity maintained refer website Business Objectives 6.2 |
| ACI Global’s Strategic Business Plan | Business Plan discussed with suggested changes and feed back to be tabled at next Monthly Executive Meeting end of June |
| Enterprise Risk Management Plan (ERMP) including SWOT and Pestle and matrix | All risks discussed, issue with copyright of ISO standards again raised as some issues remain with SAI Global’s i2i Portal. SWOT, Pestel and Risk Matrix were reviewed with no issues noted. |
| Core Business Processes | All Business Processes discussed in line with online manual with no issues recorded. Comments noted that having them online was a great initiative. |
| ACI Global Policies | MD advised that additional policies have been development with existing policies reviewed and re issued in a more distinct and targeted manner. Policies will be reviewed ongoing and in line with ACI Global’s Objectives. |

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| Core Values and Performance of business objectives: | All Business objectives were reviewed in line with above Processes and Policies. |
| Annual CSR Report | Updated to reflect financial performance and all other indicators maintained with no issues noted refer CSR Report on website. It was noted that the Modern Slavery Policy was now available on the website. |
| Incidents, non-conformity and corrective actions: | No issues refer to CSR Report on Website. MD reported that a Quality Improvements Register had been developed and now outlines all improvements made and is now live within the Business System. |
| Monitoring and measurement results: | Self-assessment audit, undertaken, internal audit completed by External Auditors (UK) was tabled and an additional audit to be undertaken by Contracted Auditor (South Australia) before June 18 th Audit. Self-Assessment tabled. It was agreed that a Table be inserted in the Business Systems Manual with the MD working to have this live by the audit on the 18 th June. |
| Self-Assessment Outcomes: | Completed by Managing Director issues being addressed with changes made to the online Manual and Internal Audit report submitted for review. Quality Improvement Register developed and now live on site within Online Manual 10.3 |
| Learning Services Assessment and Examination Platform e-Campus review of performance targets in delivery of learning outcomes: | Continuing Good numbers for ISMS (Lockforce Course) and RRP course continue, no complaints and course reviews being undertaken to cater for New Standards 44001 and 36001 Compliance. |
| Review of verification of competence of staff, facilitators and mentors form both the organization and its interested third parties: | Ongoing training in MS Teams and discussions regarding strengths and threats to Professional Performance and Career Goals, with Frank Malkoun now ready to become a full contract auditor with Sustainable. |
| Resource planning and verification of facilitators and staff (VOC) and capability and maturity: | Managing Director outlined present level of resources where adequate training and VOC was up to date with No issues to record. |
| Actions to address Risk and Opportunities | Managing Director outlined that a comprehensive Risk Table has been added to the Online Manual, all categories were discussed and in light of present indicators no issues were noted also refer ERMP. |
| ISO Certification Standards: | New standards introduced ISO 44001:2017 Collaborative Relationship Management and ISO 37301:2021 Compliance. |
| Performance of Interested Parties. (Collaborative Business Relationship Management Plan (RMP) | Managing Director reported that the Relationship Management Plan was now in Place All review outputs along with Targets and Outcomes were reviewed. Collaborative Partners have all been reviewed in accordance with guidelines as shown on the website. Ongoing discussions with Digital Learning Services regarding Build It to go Cloud Based will update at the next Executive Business Review Meeting. DLS updated the executive team advising that a new reporting |

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| | framework was now available with ACI to test new reports hopefully prior to the scheduled audit |
| Opportunities for continual improvement | MD reported that Online content and course development showing outlined changes had been made to document control and review on website. |
| General Business: | Some tethering issues remain with SAI Global's i2i Portal although last tests showed standards were now able to be viewed in line with contractual arrangements. |
| Next Review to be held June 15 before the planned follow up audit by DeuZert. | |
| Closure: | The report was closed and approved for display on the ACI Global Website after verification by the Directors and Executive team. |